WHAT IS CLAIMED IS:

1   1.   A method for identifying excursions to general solutions provided by a
2   solution network comprising:
3   identifying excursions to a general solution on a system basis;
4   saving the excursions within the solution network on a system basis; and,
5   when accessing the solution network, searching the solution network to
6   determine whether an excursion solution exists.

1   2.   The method of claim 1 further comprising:
2   storing the excursion exception within the solution network based upon a
3   unique system identifier..

1   3.   The method of claim 2 wherein:
2   the unique system identifier is a service tag.

1   4.   The method of claim 1 further comprising:
2   storing the excursion exception within the solution network based upon a part
3   identifier.

1   5.   The method of claim 1 further comprising:
2   storing the excursion exception within the solution network based upon a
3   system model identifier.

1   6.   The method of claim 1 further comprising:
2   storing the excursion exception within the solution network based upon a
3   system manufacture date.

1   7.   The method of claim 1 further comprising:
2   searching the solution network for general solutions when no excursion
3   solution exists, the searching the solution network to determine
4   whether an excursion solution exists being performed before searching
5   to solution network for general solutions..

1   8.   The method of claim 1 wherein:

2   the system includes an information handling system.

1   9.   An apparatus for identifying excursions to general solutions provided

2 by a solution network comprising:

3   means for identifying excursions to a general solution on a system basis;

4   means for saving the excursions within the solution network on a system basis;

5   and,

6   means for searching the solution network to determine whether an excursion

7   solution exists when accessing the solution network.

1   10.   The apparatus of claim 9 further comprising:

2   means for storing the excursion exception within the solution network based

3   upon a unique system identifier..

1   11.   The apparatus of claim 10 wherein:

2   the unique system identifier is a service tag.

1   12.   The apparatus of claim 9 further comprising:

2   means for storing the excursion exception within the solution network based

3   upon a part identifier.

1   13.   The apparatus of claim 9 further comprising:

2   means for storing the excursion exception within the solution network based

3   upon a system model identifier.

1   14.   The apparatus of claim 9 further comprising:

2   means for storing the excursion exception within the solution network based

3   upon a system manufacture date.

1   15.   The apparatus of claim 9 further comprising:

2   means for searching the solution network for general solutions when no

3   excursion solution exists, the searching the solution network to

4   determine whether an excursion solution exists being performed before

5   searching to solution network for general solutions..

1   16.   The apparatus of claim 9 wherein:

2   the system includes an information handling system.

1   17.   A solution network comprising:

2   a knowledge repository, the knowledge repository storing information

3   regarding general solutions to issues, the knowledge repository storing

4   information relating to excursions to general solutions, the excursions

5   being searchable on a system bases;

6   an excursion identifying module, the excursion identifying module identifying

7   excursions to the general solutions on a system basis;

8   a search module, the search module searching the solution network to

9   determine whether an excursion solution exists when accessing the

10   solution network.

1   18.   The solution network of claim 17 wherein:

2   the excursions are identifiable based upon a unique system identifier..

1   19.   The solution network of claim 18 wherein:

2   the unique system identifier is a service tag.

1   20.   The solution network of claim 17 wherein:

2   the excursions are identifiable based upon a part identifier.

1   21.   The solution network of claim 17 wherein:

2   the excursions are identifiable based upon a system identifier.

1   22.   The solution network of claim 17 wherein:

2   the excursions are identifiable based upon a system manufacture date.

1   23.   The solution network of claim 17 further comprising:

2   a general search module, the general search module searching the solution

3   network for general solutions when no excursion solution exists, the

4   searching the solution network to determine whether an excursion

5   solution exists being performed before searching to solution network

6   for general solutions..

1   24.   The solution network of claim 17 wherein:

2   the system includes an information handling system.